

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:	)	Conf. No.: 9867
Eric James	)	
	)	
Serial No.: 09/675,597	)	Filed: September 29, 2000
	)	
For: SYSTEM AND METHOD OF	)	Art Unit: 2614
USING A PHONE TO ACCESS	)	
INFORMATION IN A CALL	)	
CENTER	)	
	)	
Primary	)	
Examiner: Phan, Joseph T.	)	
	)	

## AMENDMENT

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

In conjunction with the Request for Continued Examination submitted hereby and in response to the Office Action mailed April 28, 2010, please amend the application as follows: